

EXPERIENCE

Digital Marketing Specialist

May 2022 - Present

Townsquare Interactive | Charlotte, NC

Tasked with maintaining a strong relationship with current and new clients as well as educating them on the various services that are offered and marketing strategies to help grow their business. Oftentimes it would involve website coding and Google SEO.

Key Responsibilities:

- Manage and maintain a growing book of current business
- Act as the main point of contact for all accounts within your book of business
- Build long-term partnerships across your book of business
- Analyze and measure client's success, as well as areas where there is room to optimize their campaign

Band Manager

Sept 2013 - Present

Darren and the Buttered Toast | United States

Managed the social media outreach for the band as well as facilitated with booking and equipment management for various events. Also held regular meetings in order to discuss plans for future events, growth, and general member morale.

Key Responsibilities:

- Managed bookkeeping for the band's finances
- Developed relationships with venue owners
- Scheduled, organized, and promoted upcoming shows using SEO and traditional advertising campaigns
- Handled negotiations, contracts, and transactions with venue owners

DoorDash Driver

Apr 2021 - Present

DoorDash Independent Contractor | United States

- Managed finances to ensure profitability
- Developed schedules based on market trends
- Established communication between vendors and customers to ensure timely delivery
- Achieved various company incentives to increase company revenue

Wedding DJ

Oct 2020 - Present

Independent Contractor | North Carolina

- Provided consultation with clients in order to meet the needs and expectations for the event.
- Developed relationships with various event personnel in order to ensure a successful event workflow
- Loaded equipment in and out of venues and facilitated with ensuring proper setup.
- Created specialized playlists for clients according to specific requests.

Outbound Contact Center Representative

Apr 2019 - Apr 2020

LendingTree | Charlotte, NC

Responsible for calling and interacting with customers in order to establish a connection with the Mortgage Lenders assigned to customer accounts. Also attended meetings with management in order to create new strategies for customer acquisition and lead generation.

Key Responsibilities:

- Utilized Five9 and Salesforce in order to connect to customers and other associates
- Assisted customers with understanding credit and its impact on receiving home loans
- Used active listening skills to understand customers needs in order to assist with connecting to the appropriate sales agent
- Communicated with the in-house team to ensure the customer received the best assistance possible

Server (STOKE)

Nov 2018 - Apr 2019

Marriott City Center | Charlotte, NC

- Developed relationships with guests to encourage repeat visits
- Identified guest frustrations and presented solutions
- Upsold premium food items and spirits to ensure guest satisfaction
- Facilitated in delivering quality service to all guests

Financial Securities Consultant

Nov 2016 - Nov 2018

Independent Contractor | Atlanta, GA

Held regular training and consultative meetings with clients regarding foreign exchange securities trading. Within these meetings discussions were held regarding various trading strategies and action plans in order to maximize profits.

Key Responsibilities:

- Trained and educated conferences of 200+ people.
- Demonstrated fluent and effective communication
- Demonstrated ability to prepare and present various strategies and techniques
- Demonstrated ability to understand clients goals and formed developed actionable success plans

Bartender/Server (Champions)

Mar 2016 - Nov 2018

Airport Marriott Gateway | Atlanta, GA

- Coordinated with Hotel staff (Front Desk/Events) to ensure guests received food and drink accommodations.
- Utilized Point-of-Service ordering system for food and drinks
- Identified guest frustrations during late/canceled flights and presented solutions
- Upsold premium food items and spirits to ensure guest satisfaction

Location Sound Mixer/Sound Designer

Jan 2015 - Jun 2018

Recorded all audio during film production serving as Recordist, Boom Operator, and Sound Utility. Also mixed, edited, and produced audio and music during the post-production process for various films and shorts.

Independent Contractor | United States

- Managed contracts and transactions
- Scheduled, organized, and managed projects by creating workflow and timeline strategies
- Handled and repaired equipment, digital and analog as necessary
- Established channels of communication between team members and above-the-line crew and producers

EDUCATION

Western Carolina University | Bachelor of Music in Commercial and Electronic Music

May 2015

- *Woodwind Coordinator*, Pride of the Mountains Marching Band
- *Eminent Herald (Ritual Chair)*, Sigma Alpha Epsilon

SKILLS

SQL | Python | Java | C++ | Communication | Time Management | Project Management | Creative Thinking | Problem Solving | Strategic Planning | Microsoft Office Suite | Google Drive Suite | OS X | Windows | iOS | Android | Pro Tools | Salesforce | Five9 | Aloha | POS | MetaTrader 4 | Zoom | GoToMeeting | Marketing | Digital Marketing | Sales | Workday | Izotope RX | Sennheiser | Sound Devices | YouTube | Twitter | Facebook | Instagram | Real Estate | Propstream | CAP | Chili |